



**2010 CENSUS
U.S. DEPARTMENT OF COMMERCE
U. S. Census Bureau
New York Regional Census Center**

Assistant Manager for Quality Assurance (AMQA)

OPENING DATE: May 11, 2009

CLOSING DATE: June 12, 2009

Recruiting Bulletin No. NY-AMR-09-17

Number of Vacancies: SEVERAL

THIS IS THE AMENDMENT TO RECRUITING BULLETIN #NY-AMQA-09-17

This amendment reflects the following changes to the above bulletin:

Changes the Recruiting Bulletin No. From

NY-AMR-09-17

To

NY-AMQA-09-17

EXCEPTED SERVICE APPOINTMENT: Schedule A Appointment, not-to-exceed one year, with the possibility of a one year extension.

AREA OF CONSIDERATION, DUTY LOCATION AND PAY RATE: You must be a U. S. Citizen residing in the county for which you are applying. (See chart on "How to Apply" on the website for a listing of locations and pay rates).

WHO MAY APPLY: All U.S. Citizens residing in the area of consideration (see above).

WORK SCHEDULE: This is a temporary Full-time position. The incumbent of this position is covered by the mixed-tour employment program.

DUTIES: Assistant Manager for Quality Assurance (AMQA): The incumbent works closely with and advises the Assistant Manager for Field Operations and the Local Census Office Manager on compliance with pre-established quality assurance goals and procedures for all field data collection operations in the ELCO/LCO. In the advisory role, works with ELCO/LCO operational reports and materials to monitor the quality of data collection processes, performance, and completed field data collection materials. Meeting regularly with the Assistant Manager for Field Operations and the LCO Manager, the incumbent confirms, changes, and supplements their awareness of quality compliance for field data collection operations. In these meetings, the incumbent reports on the progress of the QC operations and identifies and reports quality problems or concerns within the pre-established standards in a clear and timely manner. Suggests remedial action or alternatives to resolve problems. Directly supervises ELCO/LCO office staff that review completed data collection forms, listings, and other hand-filled documents. Has direct supervision of both ELCO/LCO office and field staff that conduct among others, Nonresponse Followup, Address Canvassing, and Coverage Followup data collection quality control operations. The incumbent is responsible for accomplishing production and quality goals for the ELCO/LCO office data collection review and field quality control data collection operations under their supervision. In

the execution of these duties, assures timely completion of assigned tasks and efficient utilization of resources. The incumbent acts as the principal technical advisor on quality assurance aspects of field data collection operations in the ELCO/LCO.

QUALIFICATIONS: To qualify for the Assistant Manager for Quality Assurance position, all applicants **MUST:**

- 1) Pass a written management test; and
- 2) Have at least the minimum experience in each of the three areas contained in the **Evaluation Criteria Statement**. Your experience for all three must be at least at the level described as “c” in the attached Evaluation Criteria Statement for the **Assistant Manager for Quality Assurance**. If you do not have that level of experience for any one of the questions, you are not qualified for the position. For each of the three Evaluation Criteria Statements in **Attachment A**, select the letter that best describes your experience. You must have experience in **all** aspects of the work described in order to claim credit for any given level. If you do not meet any part of the description for a level, you may not take credit for it and must choose one of the lower levels that you do meet in full.

HOW TO APPLY: See “How to Apply for LCO Management Positions” on the website for detailed information on the application process.

ATTACHMENT A

Applicant Name _____ (Print) County/Office Location _____

Applicants must complete the form below addressing each of the following and submit with Application.

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR QUALITY ASSURANCE	
COLUMN A	COLUMN B
<p>Applicants are required to answer each of the three questions below in Column A by circling the best response and supporting that response in Column B.</p>	<p>Applicants are also required to complete the following.</p> <ol style="list-style-type: none"> 1. Indicate the job from your attached resume or other application form that verifies the answer you selected. OR 2. Write in the space below your experience that supports your answer. In addition to listing your experience, you must include the employer's name and address, the title of the position, and the dates of employment.
<p>1. Please select the answer that best describes your experience demonstrating the ability to provide direct supervision over employees/ supervisors to accomplish production and quality standards. (Circle the appropriate letter.)</p> <ol style="list-style-type: none"> a. As my primary responsibility, I have experience with both of the following: As my primary responsibility, I have experience with both of the following: managing a staff of 30 or more employees that included at least two levels/tiers of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); and managing a staff to accomplish production and quality standards. b. As my primary responsibility, I have experience with both of the following: a) managing a staff of 15 or more employees that included at least two levels of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); and, managing a staff to accomplish production and/or quality standards. c. I have experience with both of the following: managing at least one level/tier of subordinate management (e.g., I supervised supervisor(s)/team lead(s)); and, managing a staff to accomplish production and/or quality standards. My experience is less than what is described above. 	<p><i>Response must support answer circled in Column A.</i></p>
<p>2. Please select the answer that best describes your experience monitoring the quality of data collection processes, performance, or results. (Circle the appropriate letter.)</p> <ol style="list-style-type: none"> a. As a routine and critical component of my position, I was responsible for assuring the quality of quantitative data from work-units outside of my own staff as well as my own work unit. This responsibility included the review of data from a corporate/organizational perspective and from reports provided by various sources from within my organization. I identified data variance from standards, made recommendations to management, and implemented required modifications that affected work units outside of my own. Specifically, I analyzed quantitative data that was critical to the performance of other work units as well as my own (including budget or production data), and made recommendations on how to improve the performance quality of different work units. 	

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EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR QUALITY ASSURANCE	
COLUMN A	COLUMN B
<p>b. As a routine and critical component of my position, I was responsible for assuring the quality of work for those I supervised. This specifically included the analysis of either qualitative or quantitative data critical to the performance of my work-unit. For example, I monitored the quality of my employees' performance, edited documents, and/or reviewed work products. This work was primarily limited to my own work-unit and I did not have to analyze organizational data reports for quality assurance.</p> <p>c. My experience is less than what is described above. As a routine and critical component of my position, I was responsible for assuring the quality of my work-unit's performance and/or quantitative data. This responsibility included analyzing management reports of data, ensuring that my work-unit was within appropriate standards, and implementing changes within my work-unit, if necessary, to meet the organization's expectations, and keep my work unit's performance within tolerable variance. This specifically included the analysis of quantitative/numeric data that was critical to the performance of my work-unit (including budget or production data).</p> <p>d. My experience is less than what is described above.</p>	<p><i>Response must support answer circled in Column A.</i></p>
<p>3. Please select the answer that best describes your experience with using data to recognize and correct budget, quality, and production problems. (Circle the appropriate letter.)</p> <p>a. I have analyzed budget, quality, and production data in order to identify problems and implement corrective actions. I have used the information to persuasively communicate technical information and advice to managers.</p> <p>b. I have analyzed budget, quality, and production data in order to identify problems and recommend corrective actions. I have used the information to persuasively communicate technical information and advice to managers.</p> <p>c. I have experience using management reports to identify problems and have recommended or implemented corrective and effective action, but the data did not include budget, quality control, and production data. I have used the information to persuasively communicate technical information and advice to managers.</p> <p>d. My experience is less than what is described above.</p>	<p><i>Response must support answer circled in Column A.</i></p>